Company Name:	SISKIYOU1	ELEPHONE	U#: <u>1017-C</u>	Report Year: 2020
Reporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit Name:	COMPANY TOTAL

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020)			10/13/2020 3rd Quarte			Date filed (XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	2nd Quarter Apr May Jun			Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	65.00	44.00	75.00	65,00	71.00	63.00	86.00	70.00	67.00	OCI	NOV	Dec
Installation Interv		Total # of service orders	36	36	66	49	60	53	61	51	57			
Min. standard = 5 b	ous. days	Avg. # of business days	1.81	1.22	1.14	1.33	1.18	1.19	1.41	1.37	1.18			<u> </u>
		Total # of installation commitments	36	37	69	56	65	55	66	52	77			
Installation Comm	nitment	Total # of installation commitment met	36	37	69	56	65	55	66	52	77			
Min. standard = 95		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	3592	3599	3639	3698	3740	3748	3766	3768	3629			
Customer Trouble	Report													
	1	Total # of working lines	4,837	4,840	4,851	4,865	4,881	4,896	4,905	4,906	4,707			
1	6% (6 per 100 working lines for	Total # of trouble reports	13	8	1	8	11	19	12	11	8			
2	units w/ ≥ 3,000 lines)	% of trouble reports	0.27%	0.17%	0.02%	0.16%	0.23%	0.39%	0.24%	0.22%	0.17%			
da		Total # of working lines												
fa fa	8% (8 per 100 working lines for	Total # of trouble reports												
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ä		Total # of working lines												
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports					+							-
	for units w/ ≤ 1,000 lines)	% of trouble reports					+							-
	1	Total # of outage report tickets	10	2	0	7	7	14	9	9	5			
Adjusted		Total # of repair tickets restored in < 24hrs	9	2	0	7	7	14	9	9	5			<u> </u>
Out of Service Re	nort	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	100%	95%	100%	100%			
Min. standard = 90		Sum of the duration of all outages (hh:mm)	94:49	07:06	00:00	21:05	19:29	42:51	57:25	26:01	19:20			
William Ottanidard — 00	70 Maint 2 1 1110	Avg. outage duration (hh:mm)	09:28	03:33	00:00	03:00	02:47	03:03	06:22	02:53	03:52			
		Avg. outage duration (nn.mm)	09.28	05.55	00.00	03.00	02.47	03.03	00.22	02.33	05.52			
Here Person		Total # of outage report tickets	10	2	0	7	7	14	10	9	5			
Unadjusted Out of Service Re	nort	Total # of repair tickets restored in < 24hrs	9	2	0	7	7	13	10	7	5			
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	93%	100%	78%	100%			
		Sum of the duration of all outages (hh:mm)	97:49	07:06	0:00	56:41	39:56	15:58	57:25	109:24	19:20			
		Avg. outage duration (hh:mm)	09:46	03:33	0:00	08:05	05:42	06:17	05:44	12:09	03:52			
Refunds		Number of customers who received refunds	2	1	0	0	1	5	1	4	9			
		Monthly amount of refunds	\$25.10	\$418.95	\$0.00	\$0.00	\$3.05	\$903.13	\$70.88	\$7.45	\$94.50			
Answer Time (Trou	ible Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
			·											

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU T	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Un	it Name:	SAWYERS BAR EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/202 3rd Quarte	0)		Date filed (XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l		Total # of business days	0.00	2.00	4.00	2.00	7.00	5.00	5.00	3.00	1.00			
Installation Interv Min. standard = 5		Total # of service orders	0	2	4	2	7	4	5	2	1		l l	
IVIIII. Stariuaru = 5	bus. days	Avg. # of business days	0.00	1.00	1.00	1.00	1.00	1.25	1.00	1.50	1.00		l l	
		Total # of installation commitments	0	2	4	2	8	4	5	2	1			
Installation Com	mitment	Total # of installation commitment met	0	2	4	2	8	4	5	2	1		l l	
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		ı	
		% of commitment met	0%	100%	100%	100%	100%	100%	100%	100%	100%		ı	
Customers		Acct # for voice or bundle, res+bus	117	118	121	122	127	130	133	133	130		ı	
Customer Troub	le Report													
		Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
ga		Total # of working lines											l l	
Standa	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min		Total # of working lines	163	163	165	167	174	176	179	180	176		†	
	10% (10 per 100 working lines	Total # of trouble reports	3	0	0	2	0	0	1	0	0	_	\vdash	——
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.84%	0.00%	0.00%	1.20%	0.00%	0.00%	0.56%	0.00%	0.00%	_	\vdash	——
		Total # of outage report tickets	3	0.00%	0.00%	2	0.00%	0.00%	0.50 /6	0.00%	0.00%	_	\vdash	——
Adjusted		Total # of repair tickets restored in < 24hrs	2	0	0	2	0	0	1	0	0			
Out of Service R	opert	% of repair tickets restored ≤ 24 Hours	67%	0%	0%	100%	0%	0%	100%	0%	0%	_	\vdash	——
Min. standard = 9		Sum of the duration of all outages (hh:mm)	56:01	00:00	00:00	03:58	00:00	00:00	02:20	00:00	00:00	_	\vdash	——
IVIIII. Staridard = 9	0 /0 WILLIII 24 1113	Avg. outage duration (hh:mm)	18:40	00:00	00:00	01:59	00:00	00:00	02:20	00:00	00:00		 	—
		Avg. outage duration (nn.mm)	16.40	00.00	00.00	01.59	00.00	00.00	02.20	00.00	00.00		 	-
Unadjusted		Total # of outage report tickets	3	0	0	2	0	0	1	0	0			Ì
Out of Service R	eport	Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	0	0	1	0	0		ı	
		% of repair tickets restored ≤ 24 Hours	67%	0%	0%	100%	0%	0%	100%	0%	0%			
		Sum of the duration of all outages (hh:mm)	59:01	00:00	00:00	22:52	00:00	00:00	02:20	00:00	00:00		l l	
		Avg. outage duration (hh:mm)	19:40	00:00	00:00	11:26	00:00	00:00	02:20	00:00	00:00		ı	
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Answer Time (Tro	ouble Reports, Billing & Non-Billing)												I	
Min. standard = 8	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											I	
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
	-	%<_60 seconds											1	

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com
-------------------	---------------------	---------------------------------------

Company Name:	SISKIYOU TELEPHONE	U#: 1017-C	Report Year: 2020
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	OAK KNOLL EXCHANGE

	Measurement (Compile mo	onthly, file quarterly)		Date filed (04/10/2020) 1st Quarter		Date filed (07/21/2020) 2nd Quarter				Date filed (XX/XX/2020 3rd Quarte	0)		Date filed (XX/XX/2021 4th Quarter	1)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	-1	Total # of business days	3.00	4.00	1.00	3.00	2.00	4.00	1.00	6.00	3.00			
Installation Interv		Total # of service orders	3	4	1	3	2	4	1	6	1			
Min. standard = 5 b	ous. days	Avg. # of business days	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	3.00			
		Total # of installation commitments	3	4	2	3	2	4	1	6	1			
Installation Comn	nitment	Total # of installation commitment met	3	4	2	3	2	4	1	6	1			
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	163	165	167	169	170	173	166	169	168			
Customer Trouble	e Report													
		Total # of working lines					İ							1
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
<u>f</u>	8% (8 per 100 working lines for	Total # of trouble reports												1
. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	100/ (10 100 1 - 1 1	Total # of working lines	229	230	232	233	234	237	234	236	236			1
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	2	0	2	2	4	2	1	0			
	Tor units w/ ≥ 1,000 lines)	% of trouble reports	0.44%	0.87%	0.00%	0.86%	0.85%	1.69%	0.85%	0.42%	0.00%			
		Total # of outage report tickets	1	0	0	2	2	2	1	1	0			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2	1	1	0			
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%	100%	100%	0%			
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00	10:23	09:01	04:05	23:31	00:45	00:00			
Ì		Avg. outage duration (hh:mm)	01:10	00:00	00:00	05:11	04:30	02:02	23:31	00:45	00:00			
Unadjusted		Total # of outage report tickets	1	0	0	2	2	2	1	1	0			
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2	1	0	0			
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%	100%	0%	0%			
		Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00	10:23	09:01	04:05	23:31	43:58	00:00			
		Avg. outage duration (hh:mm)	01:10	00:00	00:00	05:11	04:30	02:02	23:31	43:58	00:00			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
	- ,	%<_60 seconds												
													1	

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU T	LEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit N	lame:	ETNA EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte			Date filed (XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	wel	Total # of business days	17.00	6.00	15.00	20.00	25.00	16.00	28.00	15.00	17.00			
Min. standard = 5		Total # of service orders	8	6	15	13	16	13	20	11	13			
IVIIII. Staridard = 5	bus. uays	Avg. # of business days	2.13	1.00	1.00	1.54	1.56	1.23	1.40	1.36	1.31			
		Total # of installation commitments	8	6	16	14	18	13	21	11	13			
Installation Com	mitment	Total # of installation commitment met	8	6	16	14	18	13	21	11	13		1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		1	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%		1	
Customers		Acct # for voice or bundle, res+bus	1,062	1,059	1,072	1,082	1,092	1,091	1,103	1,098	1,100		, T	
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
р		Total # of working lines	1,353	1,354	1,354	1,354	1,358	1,361	1,366	1,365	1,358		1	
ig Z	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	2	0	0	1	4	5	2	1	3		†	
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.15%	0.00%	0.00%	0.07%	0.29%	0.37%	0.15%	0.07%	0.22%			
Min		Total # of working lines				0.0.,0	0.2070		0.1.07.0	0.0.70			†	
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports					+			+			 	
	for units w/ ≤ 1,000 lines)	% of trouble reports											 	
		Total # of outage report tickets	0	0	0	1	4	3	2	1	1			
A.P		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	0	0	0	1	4	3	2	1	1		 	
Adjusted Out of Service Re		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	100%	100%	100%	100%		 	
Min. standard = 90						03:37	06:37	06:32			02:06		 	
iviin. standard = 90	0% Within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00				10:38	05:17			<u> </u>	
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	03:37	01:39	02:10	05:19	05:17	02:06		<u> </u>	
Unadjusted		Total # of outage report tickets	0	0	0	1	4	3	2	1	1			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	4	3	2	1	1			
041 01 001 1100 111	ope	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	03:37	27:04	06:32	10:38	05:17	02:06		, T	
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	03:37	06:46	02:10	05:19	05:17	02:06		1	
Refunds		Number of customers who received refunds	1	0	0	0	1	1	0	1	0			
		Monthly amount of refunds	\$5.58	\$0.00	\$0.00	\$0.00	\$3.05	\$20.42	\$0.00	\$2.40	\$0.00			
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤ 60 seconds												

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:		SISKIYOU T	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting	Unit Name:	FT. JONES EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (10/13/2020 3rd Quarte	0)		Date filed (XX/XX/2021) 4th Quarter	1)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	15.00	22.00	36.00	27	18	22	21.00	29.00	24.00			
Installation Interv Min. standard = 5		Total # of service orders	10	16	31	19	17	20	15	19	20		ļ	
Willi. Standard = 5	bus. days	Avg. # of business days	1.50	1.38	1.16	1.42	1.06	1.10	1.40	1.53	1.20		ļ	
		Total # of installation commitments	10	17	31	24	18	21	17	19	20			
Installation Com	mitment	Total # of installation commitment met	10	17	31	24	18	21	17	19	20		ĺ	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	1,197	1,205	1,223	1,253	1,266	1,270	1,271	1,276	1,284			
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines	1,615	1,623	1,627	1,635	1,635	1,638	1,641	1,638	1,639		ļ	
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	6	5	0	2	2	8	2	5	1			
8	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.37%	0.31%	0.00%	0.12%	0.12%	0.49%	0.12%	0.31%	0.06%			
Ä.		Total # of working lines				***-/*	***-/*	******	0.1270	0.0.70				
	10% (10 per 100 working lines	Total # of trouble reports											 	
	for units w/ ≤ 1,000 lines)	% of trouble reports											 	
		Total # of outage report tickets	5	1	0	2	0	8	2	4	1			
Adjusted		Total # of repair tickets restored in < 24hrs	5	1	0	2	0	8	2	4	1			
Out of Service Re	oport	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	100%	100%	100%	100%			
Min. standard = 90		Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00	03:07	00:00	31:26	02:04	09:16	02:11			
min. otandara – ot	070 11111111 2 1 1110	Avg. outage duration (hh:mm)	03:54	06:06	00:00	01:33	00:00	03:55	01:02	02:19	02:11			
		Total # of outage report tickets	5	1	0	2	0	8	2	4	1			
Unadjusted Out of Service Re	anart	Total # of repair tickets restored in < 24hrs	5	1	0	2	0	8	2	3	1		 	
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	100%	100%	75%	100%		 	
		Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00	19:49	00:00	31:26	02:04	49:26	02:11			
		Avg. outage duration (hh:mm)	03:54	06:06	00:00	09:54	00:00	03:55	01:02	12:21	02:11			
Refunds		Number of customers who received refunds	1	0	0	0	0	2	0	2	0			
		Monthly amount of refunds	\$19.52	\$0.00	\$0.00	\$0.00	\$0.00	\$2.69	\$0.00	\$2.65	\$0.00			
Answer Time (Tro	puble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
- '		%<_60 seconds												

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:		SISKIYOU T	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting	Unit Name:	SOMES BAR EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte	0)		Date filed (XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	·····l	Total # of business days	17.00	1.00	1.00	4.00	2.00	4.00	1.00	3.00	0.00]	
Min. standard = 5		Total # of service orders	6	1	1	4	2	3	1	3	0		1	
IVIIII. Stariuaru = 3	bus. uays	Avg. # of business days	2.83	1.00	1.00	1.00	1.00	1.33	1.00	1.00	0.00			
		Total # of installation commitments	6	1	1	4	3	4	2	3	0			
Installation Com	mitment	Total # of installation commitment met	6	1	1	4	3	4	2	3	0		1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		, T	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	0%		, T	
Customers		Acct # for voice or bundle, res+bus	127	127	126	130	130	133	132	132	131		, T	
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
ga		Total # of working lines											1	
ig.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports											†	
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ä		Total # of working lines	178	178	178	179	179	181	180	181	180		†	
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	0	0	0	0	0	0	180	2	100		 	
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.56%	1.10%	0.56%		 	
		Total # of outage report tickets	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.36%	1.10%	0.36%			
A 15		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	1	2	0		 	
Adjusted Out of Service Re		% of repair tickets restored in ≤ 24rirs % of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	100%	0%		 	
Min. standard = 90			0%			00:00	00:00	00:00			00:00		<u> </u>	
IVIIII. Standard = 90	0% Within 24 hrs	Sum of the duration of all outages (hh:mm)		00:00	00:00				03:17	09:10			<u> </u>	
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:17	04:35	00:00		<u> </u>	
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	1	2	0			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	1	2	0			
041 01 001 1100 111	ope	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	100%	0%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:17	09:10	00:00		, T	
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:17	04:35	00:00			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											1	
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤ 60 seconds												

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:		SISKIYOU T	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting U	nit Name:	HAPPY CAMP EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/202 3rd Quarte	0)		Date filed (XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
la stelletien laten		Total # of business days	8.00	8.00	10.00	7.00	14.00	10.00	14.00	11.00	16.00			
Installation Interv Min. standard = 5		Total # of service orders	7	6	7	6	13	7	9	7	16			
IVIIII. Standard = 5	bus. days	Avg. # of business days	1.14	1.33	1.43	1.17	1.08	1.43	1.56	1.57	1.00			
		Total # of installation commitments	7	6	8	6	13	7	9	8	36			
Installation Com	mitment	Total # of installation commitment met	7	6	8	6	13	7	9	8	36			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	554	553	554	566	576	571	576	575	432			
Customer Troubl	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
g	00/ /0 100 1 1 /	Total # of working lines												
ig.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
ă E		Total # of working lines	819	812	813	814	817	818	819	819	631			
	10% (10 per 100 working lines	Total # of trouble reports	1	1	0	1	0	0	2	2	3		 	
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.12%	0.12%	0.00%	0.12%	0.00%	0.00%	0.24%	0.24%	0.48%		 	
	1	Total # of outage report tickets	1	0.1276	0.00%	0.1276	0.00%	0.00%	1	0.2476	3		 	—
Adjusted		Total # of repair tickets restored in < 24hrs	1	1	0	0	0	0	1	1	3		 	
Out of Service Re	pport	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	100%	100%	100%		 	—
Min. standard = 90		Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00	03:09	01:33	15:03		 	
IVIIII. Staridard = 50	7/0 WIGHT 241113	Avg. outage duration (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00	03:09	01:33	05:01		 	
Unadjusted		Total # of outage report tickets	1	1	0	0	0	0	1	1	3			
Out of Service Re	enort	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0	1	1	3			
Out of Oct vice it	.port	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00	03:09	01:33	15:03			
		Avg. outage duration (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00	03:09	01:33	05:01			
Refunds		Number of customers who received refunds	0	1	0	0	0	1	1	1	9			
		Monthly amount of refunds	\$0.00	\$418.95	\$0.00	\$0.00	\$0.00	\$451.35	\$70.88	\$2.40	\$94.50			
	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤60 seconds												
1		1												

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TELEPHONE	U#: 1017-C	Report Year: 2020
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	HAMBURG EXCHANGE

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte	0)		Date filed (XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	vol	Total # of business days	5.00	1.00	8.00	2.00	3.00	2.00	16.00	3.00	6.00			
Min. standard = 5		Total # of service orders	2	1	7	2	3	2	10	3	6			
IVIIII. Stariuaru = 3	bus. days	Avg. # of business days	2.50	1.00	1.14	1.00	1.00	1.00	1.60	1.00	1.00			
		Total # of installation commitments	2	1	7	3	3	2	11	3	6			
Installation Com	mitment	Total # of installation commitment met	2	1	7	3	3	2	11	3	6			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	372	372	376	376	379	380	385	385	384			
Customer Troubl	le Report													
	· ·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
ţ.	8% (8 per 100 working lines for	Total # of trouble reports												
so.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ä			480	480	482	483	484	485	486	487	487			
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports			402								ļ	—
	for units w/ ≤ 1,000 lines)		0	0	1	0	3	2	2	0	0	_		
		% of trouble reports	0.00%	0.00%	0.21%	0.00%	0.62%	0.41%	2	0.00%	0.00%	_		
		Total # of outage report tickets	0	0	0	0	1	1	100%	0	0	_		<u> </u>
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1	12:26	0	0	_		
Out of Service Re		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%	06:13	0%	0%			L
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	03:51	00:48	12:26	00:00	00:00			L
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	03:51	00:48	12:26	00:00	00:00			
Unadjusted		Total # of outage report tickets	0	0	0	0	1	1	2	0	0			
Out of Service Re	enort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0	2	0	0			
041 01 001 1100 111		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	0%	100%	0%	0%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	03:51	45:55	12:26	00:00	00:00			
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	03:51	45:55	06:13	00:00	00:00			
Refunds		Number of customers who received refunds	0	0	0	0	0	1	0	0	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$428.67	\$0.00	\$0.00	\$0.00			
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
		-						<u> </u>						

Primary Utility Contact Information

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com